

Centrata IT Services Catalog (Reference Implementation)

| IT Service Requestor | | | | | |
|-------------------------|---|---|--|--|---|
| 107 } End User | 123 } End User Organizations | 147 } Application Development & Support | 167 } Application Dev. and IT Operations | 187 } Application Dev. and IT Operations | 227 } IT Operations |
| Employee Services | | Application Environment Services | | Compute & Storage Services | |
| Application Services | | Network & Security Services | | Telecom Services | |
| Facilities Services | | IT Operations | | IT Operations | |
| IT Operations (Support) | | Application Development & Support | | IT Datacenter Operations | |
| 247 | <ul style="list-style-type: none">• "New Employee"• "Move Employee"• Email Account• Password reset• Printer setup• Desktop computer• Telephony• Voicemail• FAX• Application Access• VPN access• Desktop training | 267 | <ul style="list-style-type: none">• Financial Apps• ERP Applications• CRM Applications• Decision Support• Custom Web Apps• App configuration• Output Mgt• Job scheduling• App support• App tuning• App upgrades• Application training | 287 | <ul style="list-style-type: none">• Production environment for package apps• Production environment for custom apps• Stage environments• Development environments• Stress test environments |
| | | 307 | | 327 | |
| | | IT Datacenter Operations | | IT Network Operations | |
| | | 347 | | 367 | |
| | | IT Service Fulfiller | | IT Service Fulfiller | |
| | | <ul style="list-style-type: none">• Office setup• Office moves• Datacenter setup• Datacenter relocation• Space mgt• Physical disaster recovery | | <ul style="list-style-type: none">• PBX• Voicemail• VoIP• Phones• Calling Cards• Audio conference• Video Conferencing• Voice network• Carrier connection | |

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FIG. 1

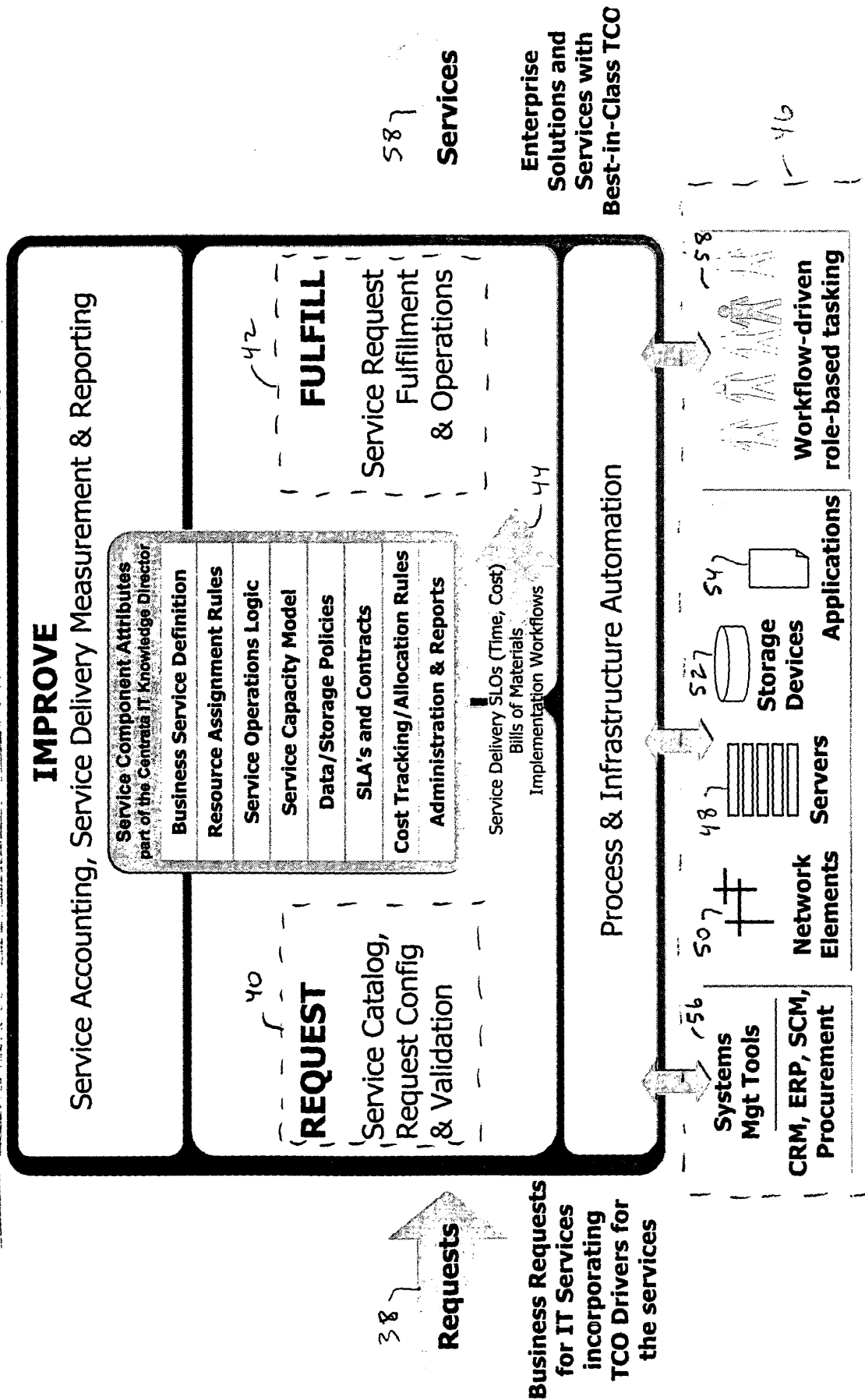
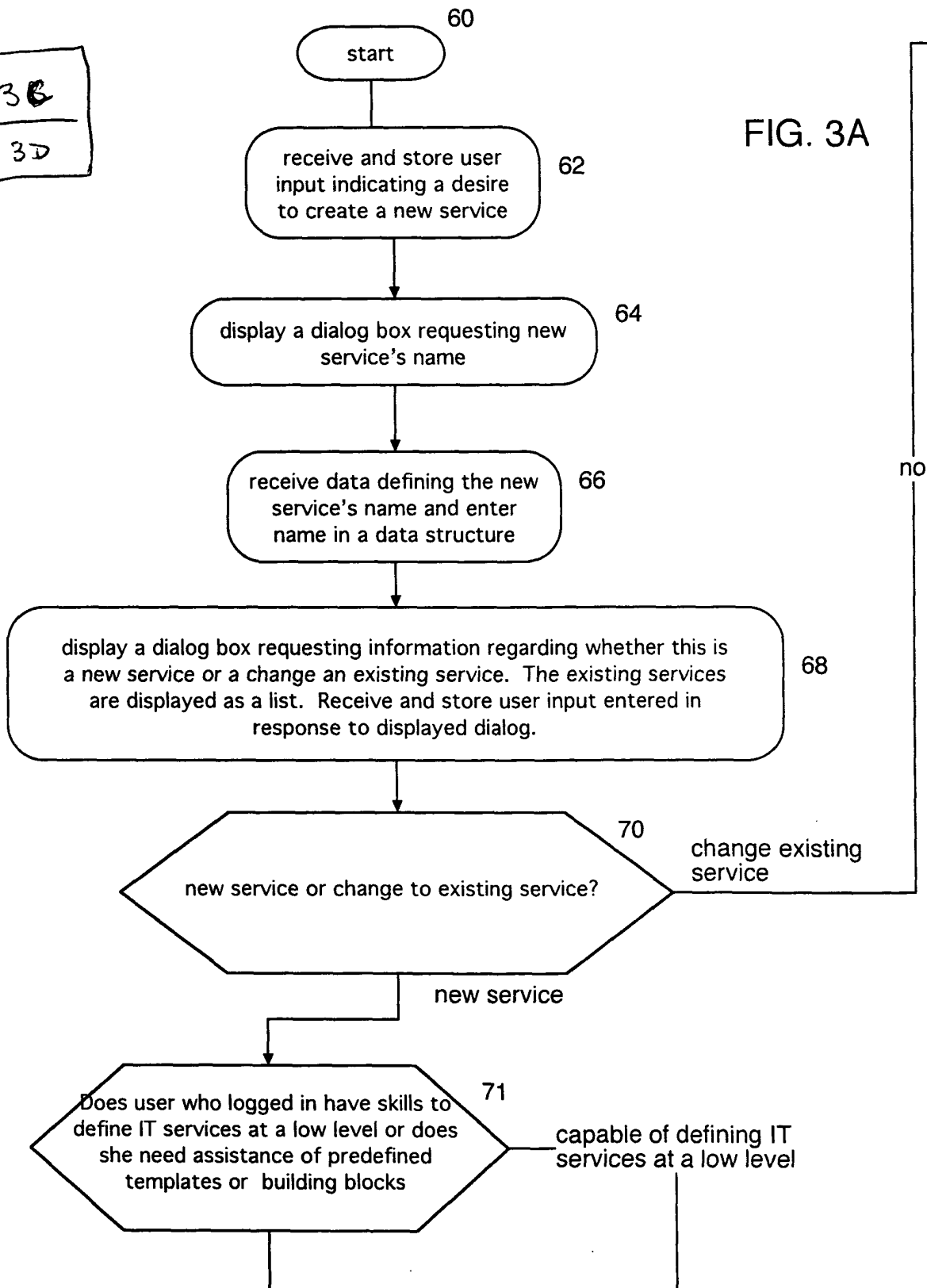


FIG. 2

PROCESS CARRIED OUT BY A COMPUTER TO INTERACT WITH AN IT PROFESSIONAL
TO BUILD A SERVICE CATALOG

| | |
|----|----|
| 3A | 3B |
| 3B | 3D |

FIG. 3A



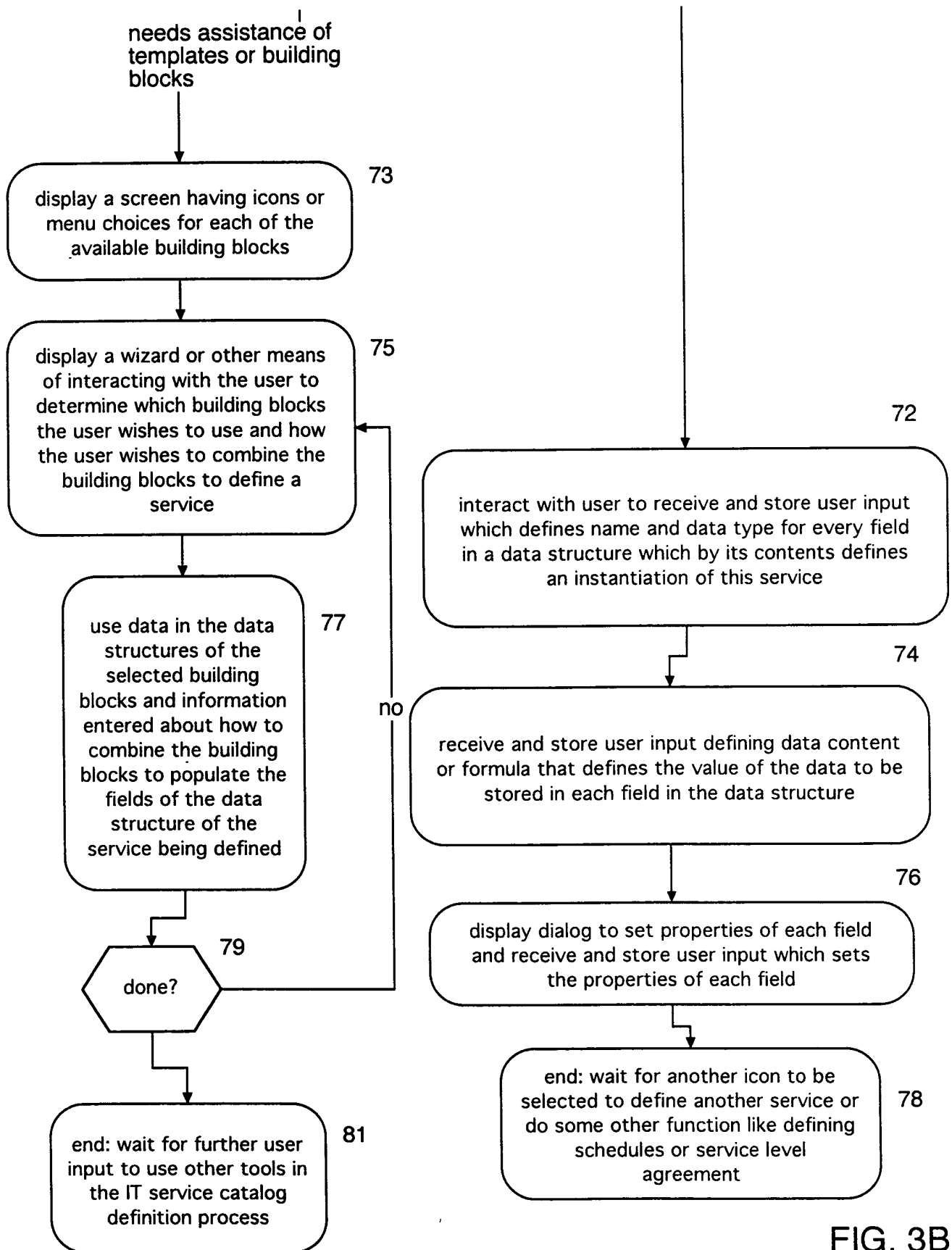
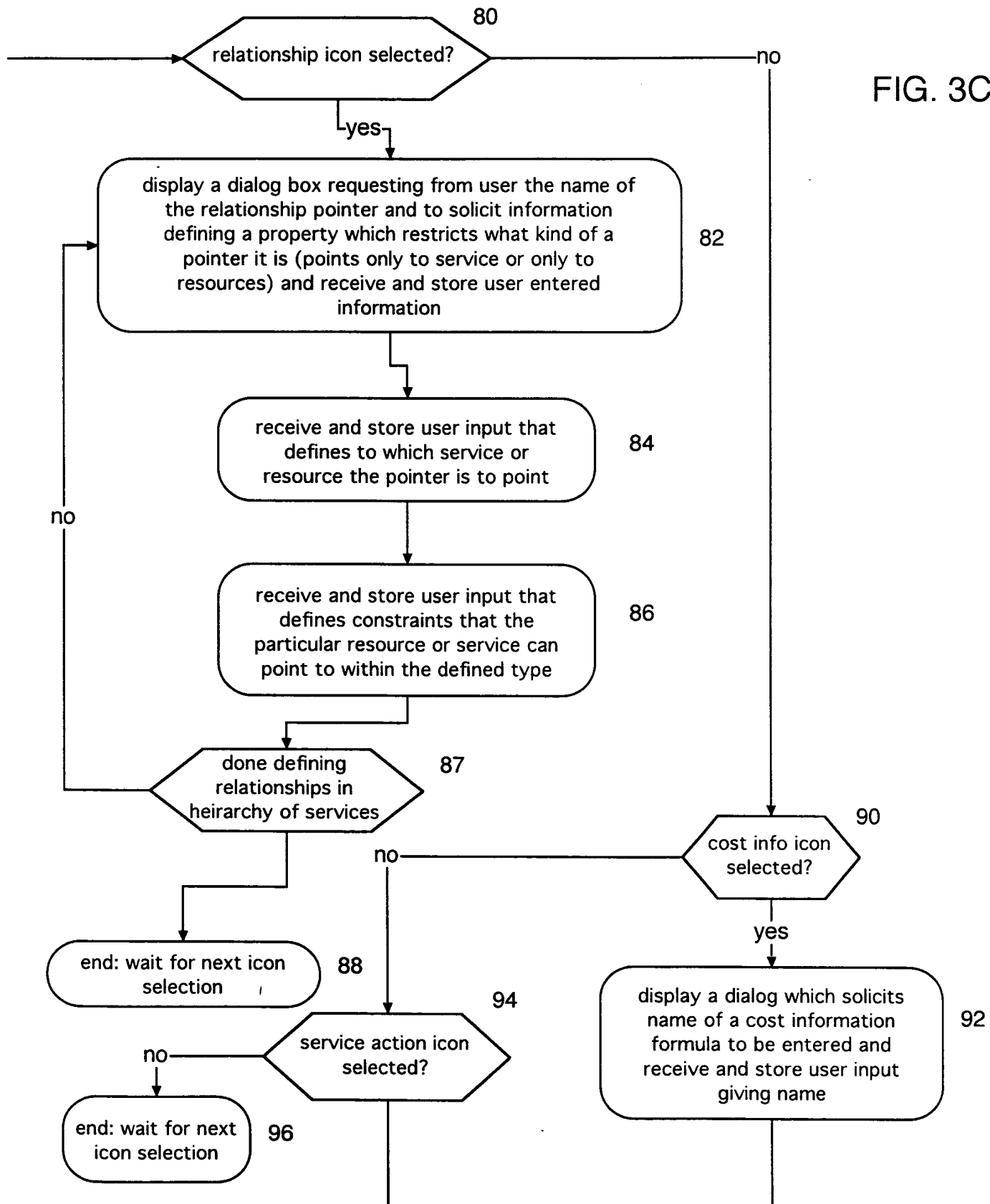


FIG. 3B

FIG. 3C



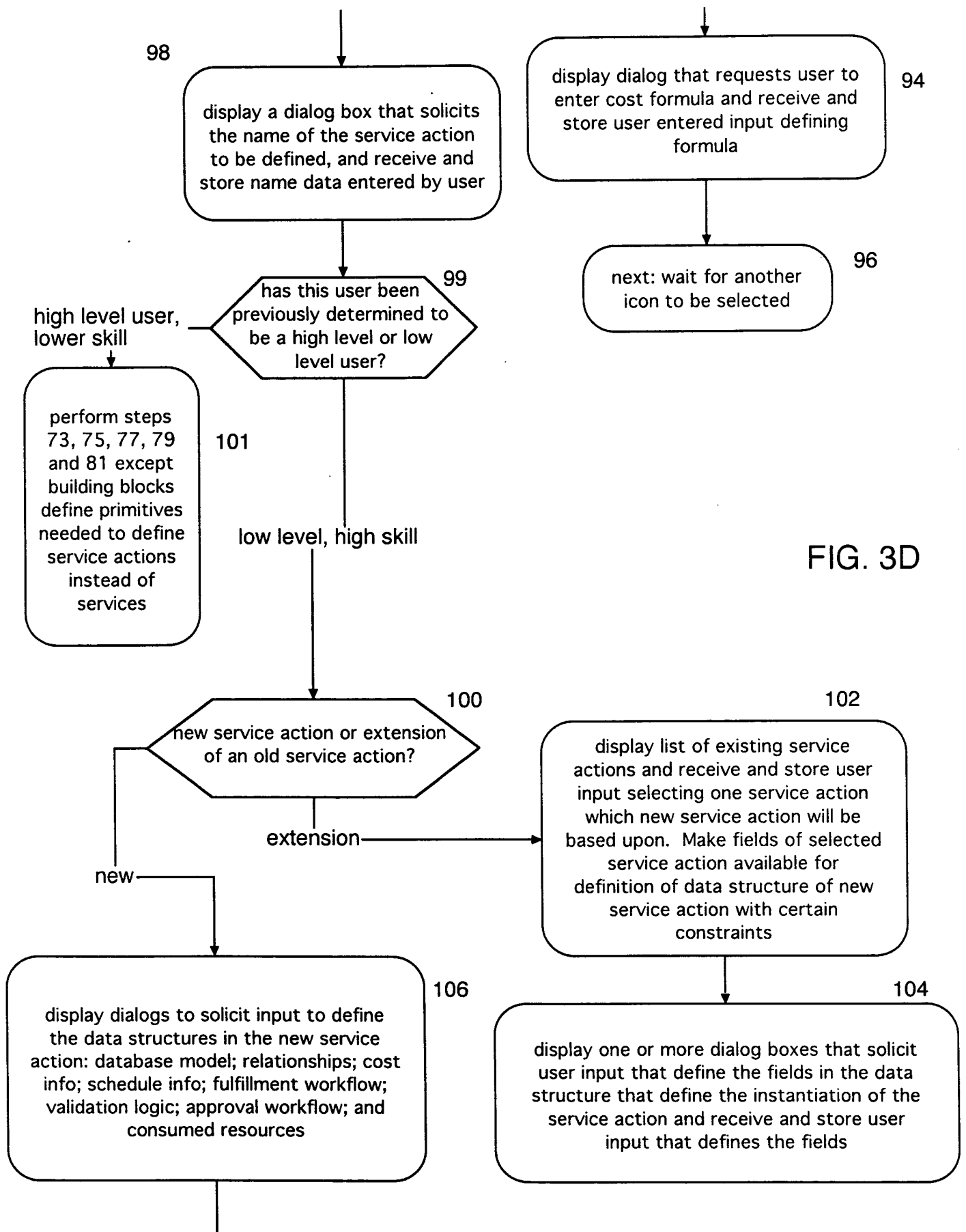


FIG. 3D

IT Service Requestor

End User
End User Organizations

Application Services

Application Environment Services

Compute & Storage Services

Network & Security Services

Telecom Services

Facilities Services

Application Development & Support

Application Dev. and IT Operations

Application Dev. and IT Operations

IT Operations

Business Units & IT Operations

IT Operations (Support)

Application Development & Support

IT Datacenter Operations

IT Datacenter Operations

IT Network Operations

IT Telecom Operations

IT Operations

IT Service Fulfiller

Service Attributes in the Centra IT Services Model

IT Attributes

| |
|-------------------------------|
| Business Service Definition |
| Deployment Service Definition |
| Resource Assignment Rules |
| Data/Storage Policies |
| Service Capacity Model |

Business Attributes

| |
|--|
| Service Governance Processes |
| Service Actions and Service Operations Logic |
| SLA's and Contracts |
| Service Pricing / Cost Tracking/Allocation Rules |
| Service Metrics & Reports |

FIG. 4

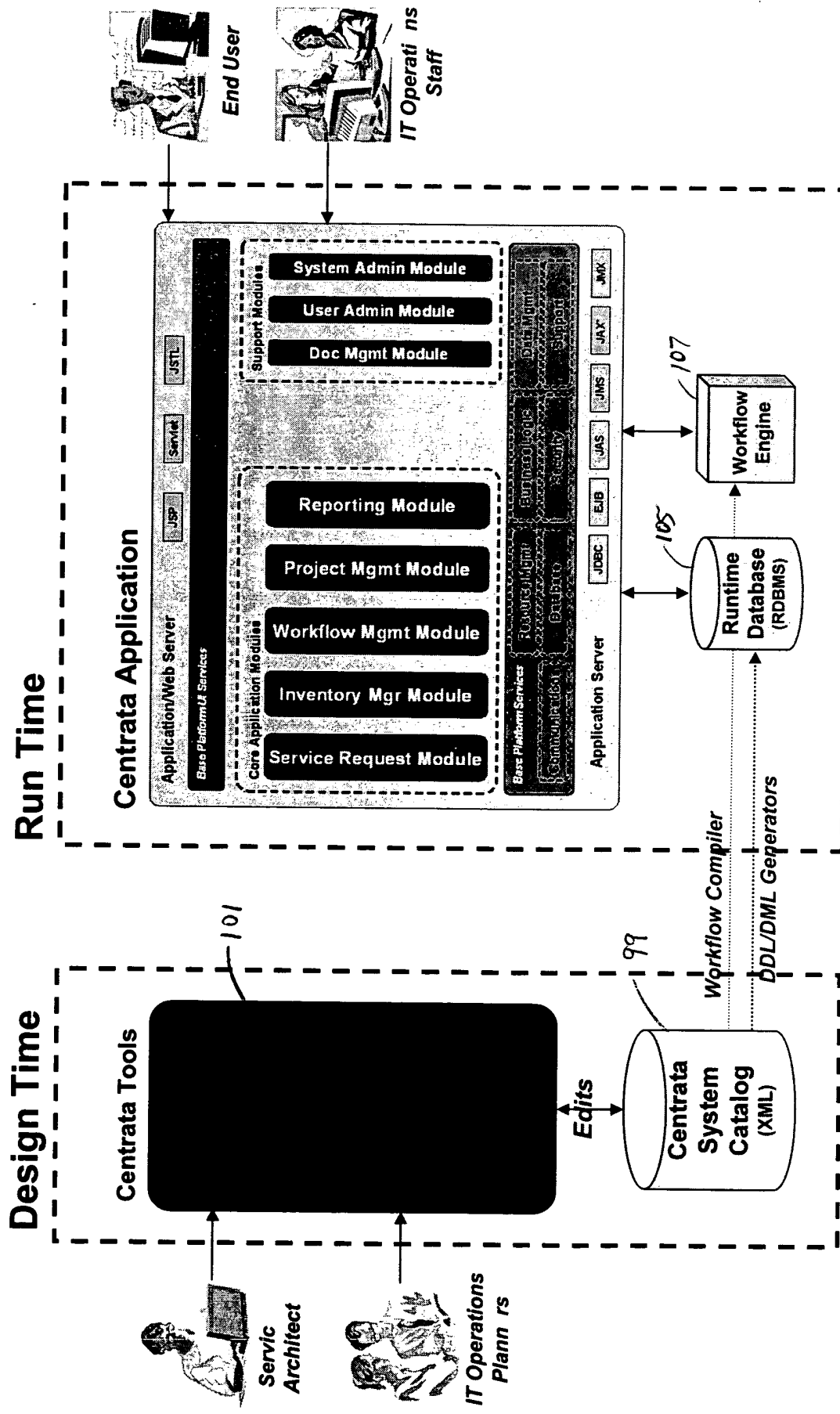
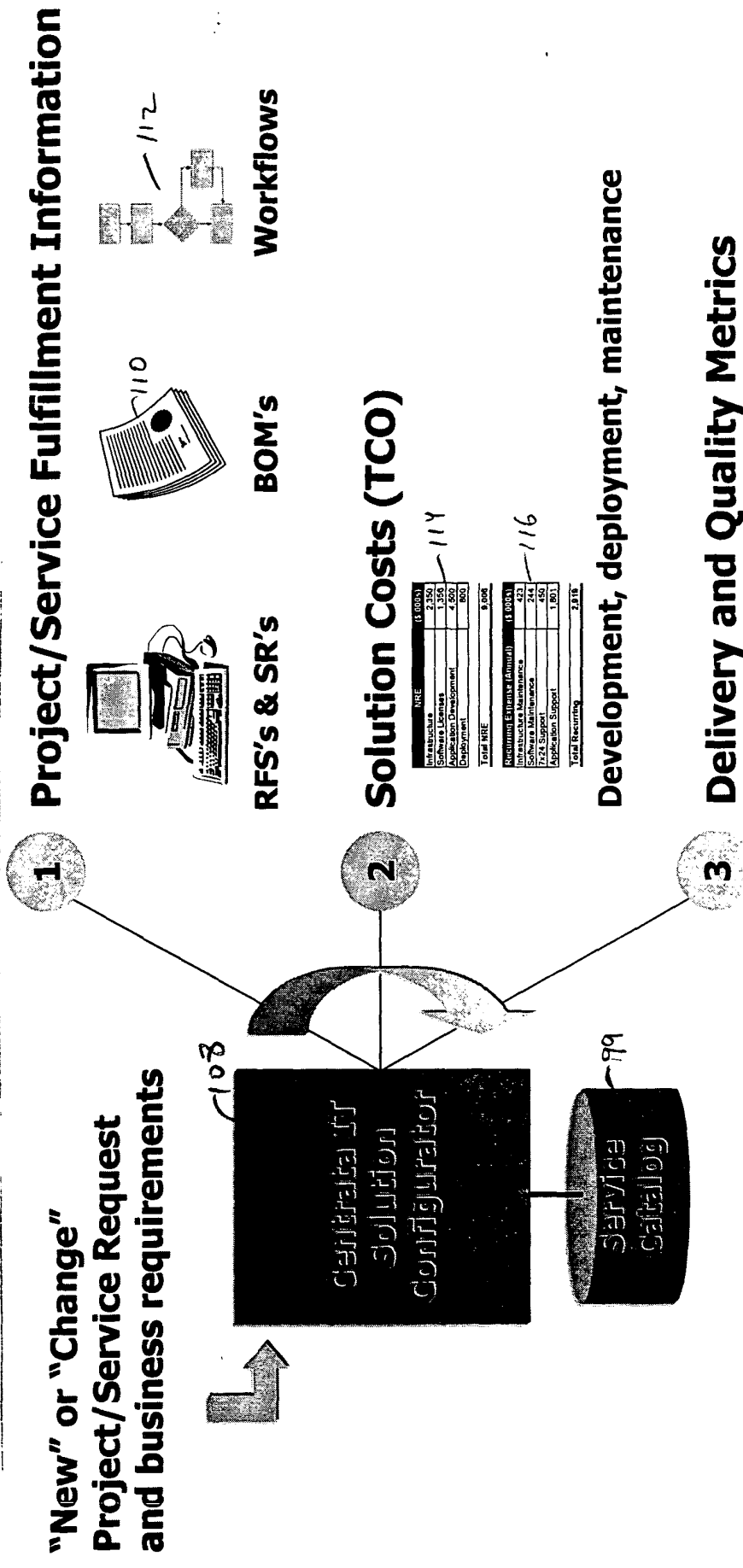


FIG. 5



- Solution request configuration process is iterative
 - Each output type can be fine-tuned by changing request configuration parameters
- Side-by-side comparisons of alternative configurations and their associated cost & risk profiles are provided

FIG. 6

CONFIGURATION PROCESS TO RECEIVE AND VALIDATE USER REQUESTS FOR
IT SERVICES AND CONVERT THEM TO SPECIFICATIONS
FOR A FULFILLMENT PROCESS

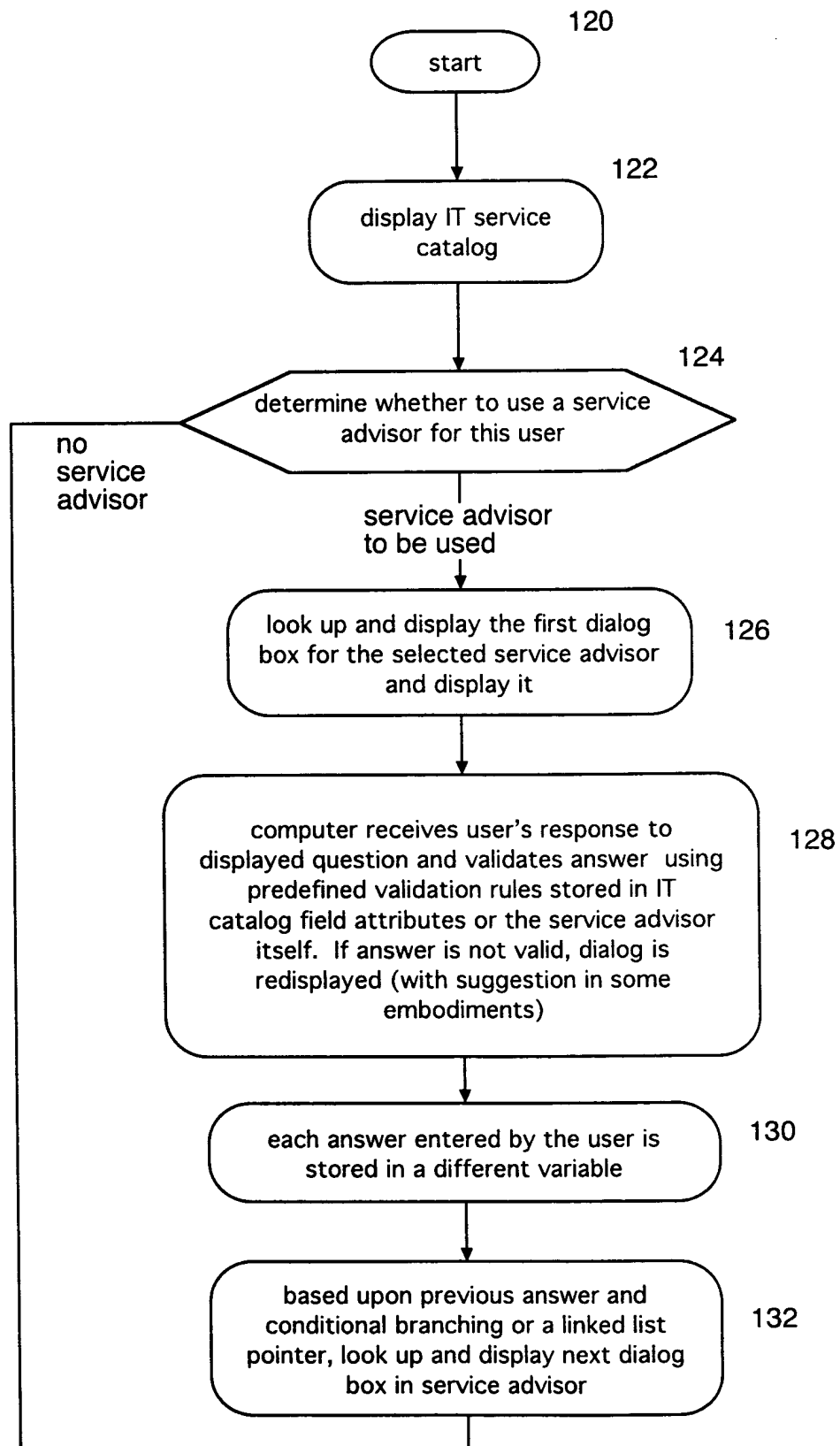
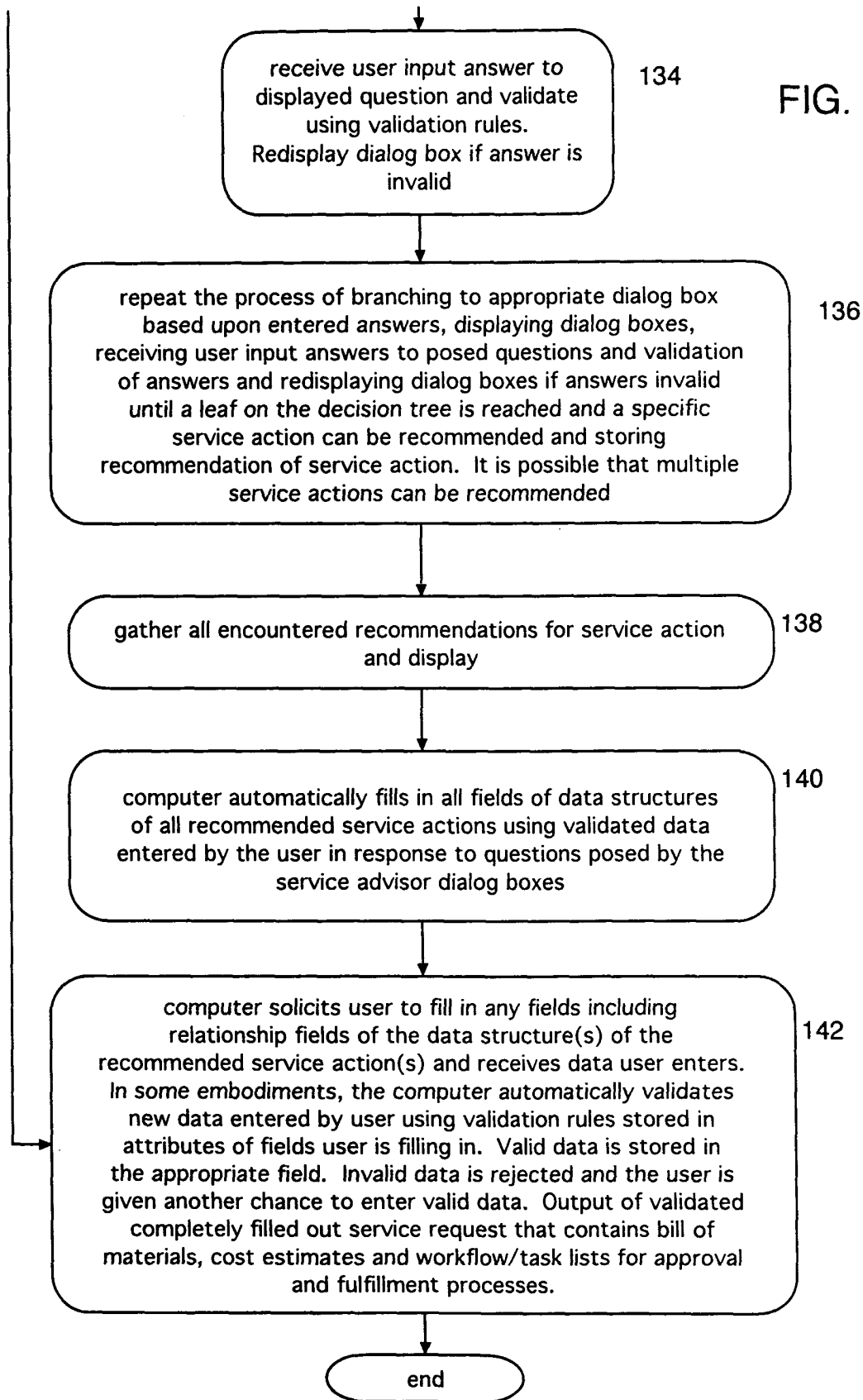


FIG. 7A

FIG. 7B



THRESHOLD APPROVAL PROCESS TO OBTAIN MANAGEMENT APPROVAL
FOLLOWED BY FULFILLMENT PROCESS TO GENERATE WORKFLOWS TO BRING
INSTANCE OF REQUESTED SERVICE INTO EXISTENCE

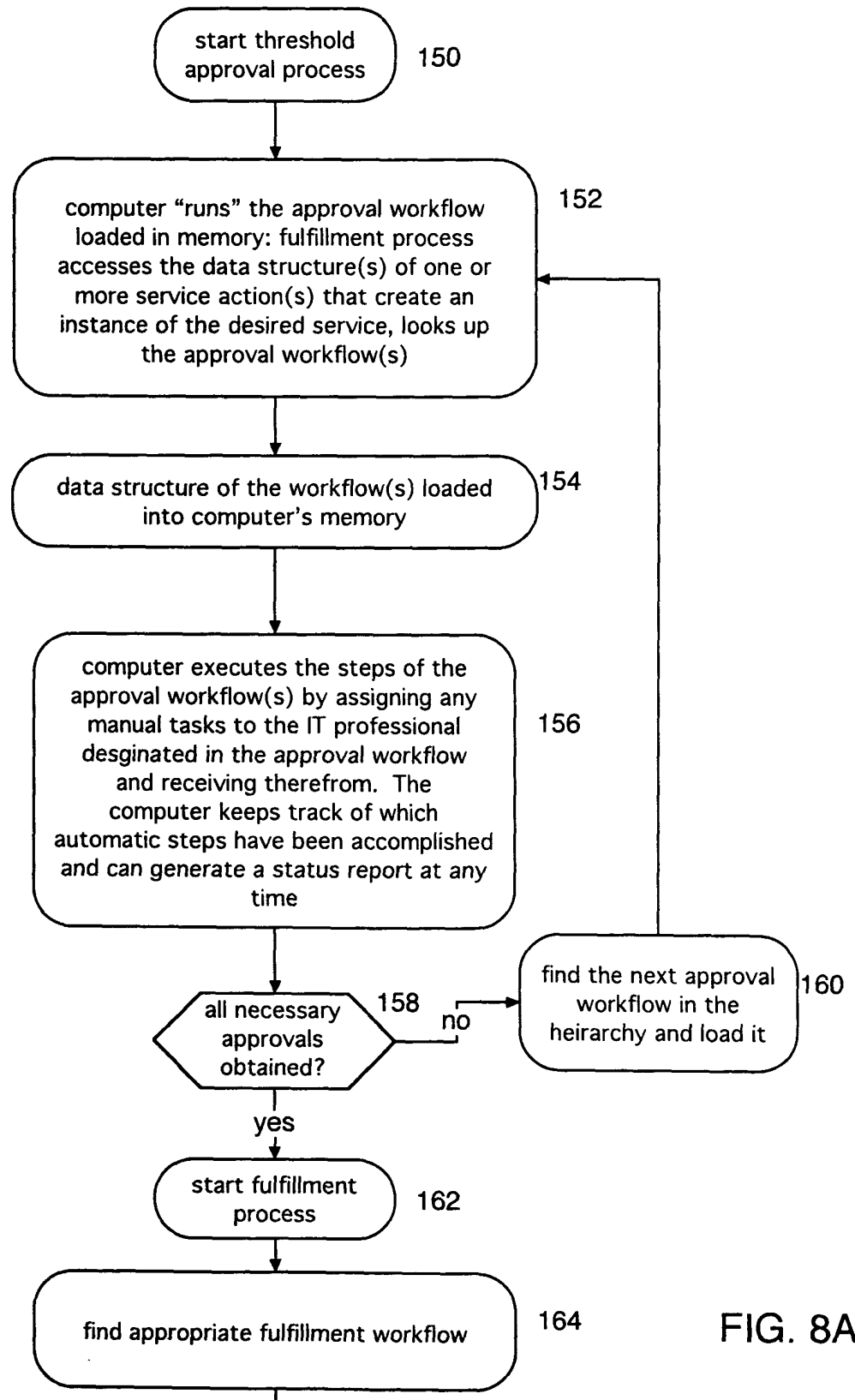


FIG. 8A

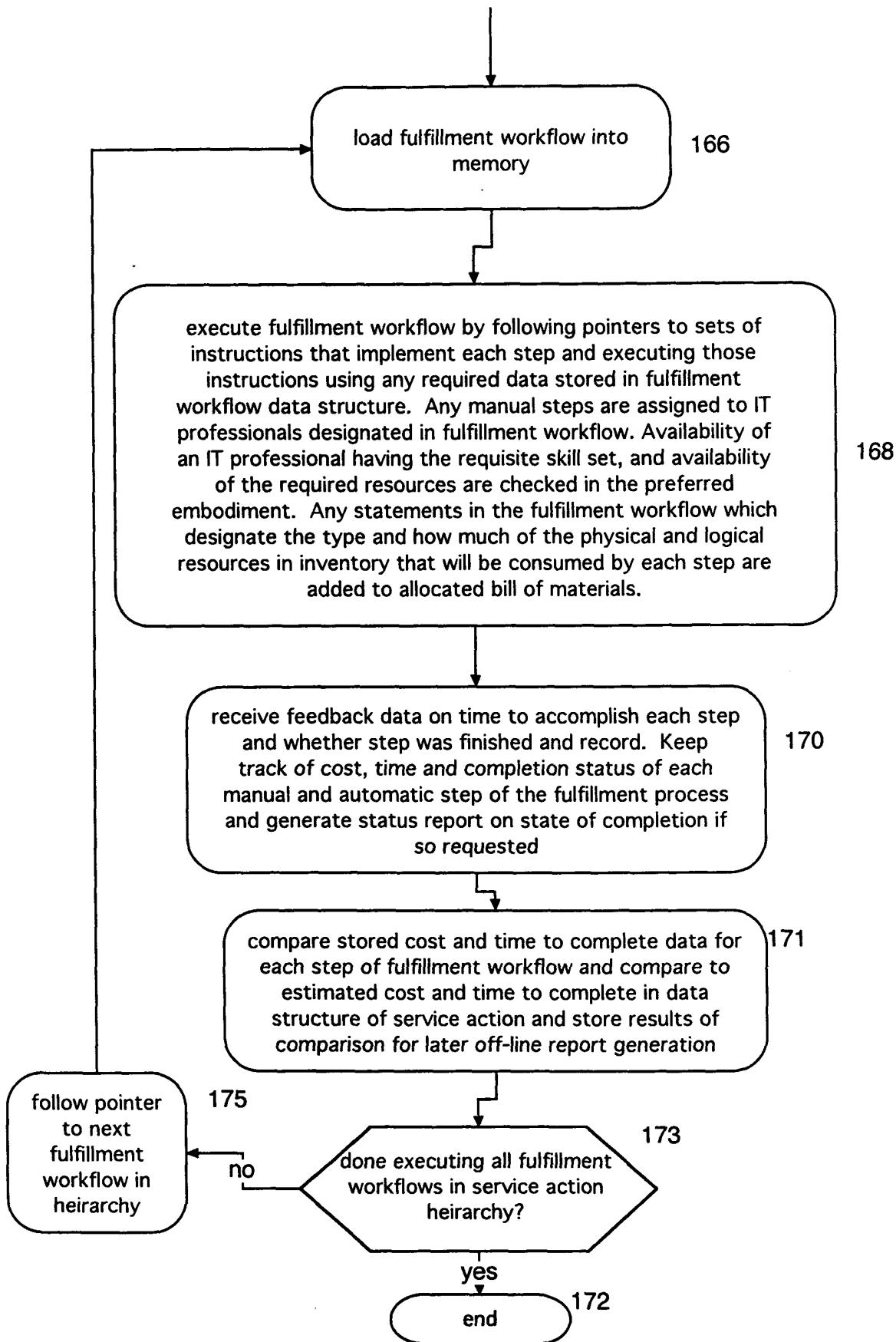


FIG. 8B